

Excellence Profile

Programme Administrator

Healthier Pregnancies, Better Lives

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| Outputs and productivity | | * Prioritises work, sifting the important and the urgent, while constantly seeking to do things more effectively. * Provides seamless administration for this QNIS programme on Preconception Health, Education and Care, as well as Fetal Alcohol Spectrum Disorder (FASD). This includes: maintaining momentum with updates and timely reminders to participants; monitoring progress with accurate record keeping and information management; and, coordinating the day-to-day operations of this programme. * Brings a successful blend of creativity and meticulous attention to detail to the planning and implementation of the programme’s activities. * Minimises surprises by thinking ahead, anticipating risks and flagging difficulties and opportunities in advance. * Provides highly efficient and cheerful support to the coalitions, advisory groups and other committees that co-design and co-produce this programme. For example, this means scheduling meetings to fit with many busy diaries, preparing committee papers, taking Minutes and collating large amounts of complex information into manageable formats. * Willingness and ability to work productively and independently in a remote setting at least for the duration of the COVID-19 pandemic. |
| Technical know how | * Great telephone manner, excellent written communications and positive video conferencing presence. * Well-honed skills in multi-tasking and ability to keep track of work despite interruptions. * Ability to produce accurate and timely management information, from detailed spread sheets, using an advanced level of knowledge of MS Excel. * Expert formatting to produce clear and compelling documents in MS Word. * Skills in project management, using Gantt charts or other tools for detailed scheduling, recording all decisions and milestones to ensure a clear audit trail across the programme’s work. * Strong ability to use new or bespoke software including CRM, as well as to troubleshoot straightforward IT problems. Familiarity with Office 365 and SharePoint. * Digital literacy, experience and talent to employ a range of social media platforms appropriately and effectively. | |
| Team work | * Builds and maintains a great rapport with colleagues. * Demonstrates a ‘can do/will do’ attitude and a willingness to roll up sleeves and deal well with whatever needs is required. * Understands the challenges and benefits of working in a small team and enjoys doing so. * Shares knowledge, information and ideas to support working as a team. * Thrives in a dynamic and rapidly changing environment, embracing change. * Appreciates the work of the Queen’s Nursing Institute Scotland (QNIS) and the goals of the *Healthier Pregnancies, Better Lives* programme. * Has the confidence to ask others for support and also looks for ways to support them. * Takes time to celebrate after working hard to achieve desired outcomes. * Brings a sense of fun to the organisation. * Is open to engaging with staff wellbeing activities befitting QNIS’ status as a Mindful Plus employer. | |
| Relationship management | * Builds positive relationships with everyone involved with QNIS and this programme, in order to enhance our reputation among community nurses, colleagues and participants across Scotland. * Understands the needs of others and identifies effective ways to meet those needs. * Able to identify potential pressure points and either defuses, or handles, them well. * Is trustworthy and continues to build trust through delivering on actions agreed and exceeding the expectations of others. * Feels comfortable, and is effective, not only when being supervised, but also when working without close supervision. * Engenders respect within QNIS and its networks. | |

*The Healthier Pregnancies, Better Lives programme is supported by:*

